

TEACHING ABOUT CIVIL RIGHTS AND CUSTOMER SERVICE IN THE CACFP

Directors are required to teach their staff members at least once annually about civil rights, and to provide a record of the training provided, and who received it. There are many ways to teach about civil rights. Choose ways that are comfortable for you, or invite someone to teach for you.

1. Learn about the Civil Rights Act of 1964.
2. Discuss the meaning of discrimination.
3. Why is civil rights training required in the CACFP?
4. Read the words on the civil rights poster. What does it say?
5. Read the Civil Rights Compliance elements numbered 1-10 in your CACFP renewal application, and discuss if you are complying with them.
6. Ask your staff members what are the strengths of your child care business in the area of customer service?
7. Ask your staff members what are the weaknesses in your child care business which could lead to civil rights violations.
8. Discuss with staff members how to report a civil rights violation to the director, if they were to become aware of one.
9. How would you handle a civil rights complaint against your center?
10. Write scenarios that are discriminatory or could be discriminatory, and discuss what you would do to correct them, if they were true?
11. Consider providing civil rights training in mid-January, to offer it at a time near our national holiday dedicated to civil rights.
12. Decide a place to file civil rights materials for your center; tell your staff where it is and why it is important.
13. Imagine that your center is to be visited and reviewed by a civil rights/EEO officer of the USDA. Who would they speak with during the visit? What would they find to be true about your center?
14. Attend a community event in the subject area of civil rights.
15. Invite an EEO officer or other guest to speak to your staff about human rights, discrimination and disability. If you choose this option, you must also include information and teaching about *civil rights*—i.e., CACFP provides federal money and federal benefits, and the six (6) protected classes for participation in the CACFP.
16. Read a book about civil rights.